



GTCC NEWSLETTER

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References

- COMDTINST M4600.18
- JTR, U2500
- FTR, Ch. 300
- DHS Financial Management and Accounting Section 3.2.4 Travel Handbook
- PPC Travel Resources

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GTCC

Travel Charge Card

Web Page

<http://www.uscg.mil/psc/bops/govtrvl/>

JPMC Travel Manager

Help Line

866-725-1184

Got Travel? Use the TMC

Federal travel policy states that travelers must use the contracted Travel Management Center (TMC), also known as Commercial Ticket Office (CTO) for all official travel. All travel includes every reservation type. If lodging is required; if ferry transportation is to be reserved, if car rental or airfare is needed, these must all be arranged through the TMC. The requirement for lodging reservations to be made via the TMC has recently been reiterated and is being aggressively audited by DHS.

References for this policy are:

JTR 2400-A. Policy 1. It is mandatory policy that all employees/members use an available DTMO contracted CTO, or a GSA contracted TMC (when a DTMO contracted CTO is not available) for all official commercial lodging and transportation requirements...

JTR 4400-A. Mandatory Policy. It is **MANDATORY** policy to use an available DTMO contracted CTO, or GSA contracted TMC (when a DTMO contracted CTO is not available) for all official transportation. If a DTMO contracted CTO/GSA contracted TMC is not available the traveler must contact the responsible Agency/Service/DoD Component designated official.

FTR: 301-50.2 How must I arrange my travel? You must arrange your travel as designated by your agency...

You can find a few more tidbits on travel and lodging at the GTCC site: [https://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp#Required_Travel_Management_Center_\(TMC\)_Use](https://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp#Required_Travel_Management_Center_(TMC)_Use) and the linked FAQs.

Airline Penalties

Penalties for creating duplicate bookings or churning (see [JULY2106 newsletter](#)) have been determined not to be reimbursable travel expenses. These expenses would be considered a personal obligation for the traveler. ADTRAV will not charge the GTCC for the personal penalties. Since these penalties are not authorized/reimbursable expenses, use of the GTCC is prohibited. Recoupment by ADTRAV would need to be via a personal credit card or other payment method by the traveler.

The contracting officer has advised ADTRAV that if they desire to seek recoupment of these debts from the traveler, ADTRAV may send a letter directly to the member explaining the debt and seeking direct payment. The debt should not, however, be referred to the government for payment if the member fails to provide relief.



What is a \$2 credit limit?

You may have noticed some travel card accounts are created with a credit limit of either \$1 or \$2. What's the difference?

When a new account is created or an account is reviewed for reinstatement, JPMC will review the applicant's credit score. If the score is above 660, the travel card account will be opened with a \$1 limit. If the score falls below this or the applicant has no credit history then the new account will be opened with a \$2 limit. In this way, JPMC determines the \$2 account limit indicates a restricted account.

Travel card policy states that restricted accounts may only be increased with temporary limit. However, at this point we are not enforcing the restricted card policy. This has been discussed with DHS. This issue with the update of the [DHS Travel Card Manual \(3/2016\)](#) bubbled back up and is on DHS' radar to figure out. But it has not changed our position that the CG is not able to accurately enforce this at this time. This issue was reviewed in depth a few years ago and JPMC was not able to solidly justify the reason for the \$2 limits on accounts.



'BAD TRAVEL MANAGER'

Have you gotten an email with this subject line? Travel Managers (TM) should never, ever change anything associated with their own travel card or set the limits for any cardholder above \$9,999. These restrictions are clearly outlined in the 'Welcome' email. This includes contacting JPMC customer service and requesting they make the changes. Any account maintenance required such as changing limits, reopening an account, MCC override, or changing your name that a cardholder cannot do should not be performed by a TM on their own account. Instead, TMs should make the request to their Primary TM or come to us to have these adjustments made to their account.



Good To Know

Permissive Orders and GTCC: Use of the GTCC is not authorized with permissive orders/travel. While permissive orders are official orders, they are not funded and not reimbursable. Use of city pair fares is also not authorized for this travel.

PCS Season is over and GTCC accounts need to be updated. DA address profiles do not automatically transfer to the GTCC account. Please remind your cardholders to ensure they are updating their GTCC profile. This will ensure timely receipt of reissue for renewal cards and account statements.



Can GTCC payment be postponed due to delays in travel reimbursement? No. Several policies as well as GTCC training is clear that payment is due regardless of reimbursement. JPMC has paid the vendor, now it's time for the cardholder to pay the bank. The delinquency clock cannot be stopped.

Delinquency Reports and Separated Cardholders

Why do the delinquent accounts for individuals who have left the Coast Guard still appear on the monthly unit delinquency report?

On this monthly report, you can identify separated or terminated accounts by the EMPL Status column where T indicates terminated. Even though the individual is no longer with the CG, until the account is either paid in full or moves in to a charged off status, the delinquency will continue to be reflected on this monthly report. Which unit the cardholder shows under depends on Direct Access. If the cardholder has been separated for more than 2 pay periods, then something in the SPO or CG-121 processing of the separation action failed. SPOs should submit a Heat Ticket to PPC for military members or engage with the servicing CG-121 office for civilian employees. Please be sure to utilize your DA and PaymentNet reports and review, update and enforce your unit check out procedures to help reduce these types of delinquencies.



More on Reservists And GTCC

ADT is another way of saying TDY. GTCC use is mandatory for official travel (TDY aka ADT). While IDT is duty, it is not considered official travel for reimbursement. GTCC shall not be used for IDT travel, unless the card is used to secure commercial travel through the TMC. Use of the GTCC is prohibited if used for commercial travel for IDT and *NOT* using the TMC. The benefit to use the TMC for IDT travel is when last minute arrangements are made or there is a possibility of cancellation and the reservation would then be fully refundable, less the fee.

The same city pair contracted flight policies apply. Use of the _CA or YCA fare must be selected when available. The GTCC is not mandatory for IDT travel since it is not reimbursable. However, if the GTCC is used to secure a contracted fare for IDT travel, it shall not be used for any other travel expense (meals, lodging, car, etc.). Remember, IDT travel and GTCC use must be authorized on the command approved authorization list, when the member is over 100 miles from the duty site.

Reserve Inactive Duty Training (IDT) & Use of GSA City Pair Fares. Inactive duty reservists may use their GTCC for the purpose of procuring transportation tickets through ADTRAV, from primary residence home to normal location of IDT with pay performance (e.g., paid drill site) monthly meeting sites if it is more than 100 miles away and they are on the commanding officer's authorized list. While this travel is not reimbursable, procuring tickets through the TMC with the GTCC will allow these reservists to avail themselves of the GSA City-Pair rates, which are usually cheaper, contain no restrictions, and are fully refundable. A sample authorization memo is available at - https://www.uscg.mil/psc/bops/govtrvl/job_aides/Reservist-City_Pairs_Memo.docx for commands to use in documenting this authorization. Use of the GTCC by reserve members who are not on an approved authorization list or for any other IDT related travel expense is considered misuse of the GTCC.

References - Use of General Services Administration (GSA) Contracts for Air Passenger Transportation Services (GSA City Pair Program) for Attendance at Inactive Duty Training (IDT) Assemblies, DODINST 4515.16 and the GSA City Pair Program FAQs.

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*REMEMBER * ALWAYS PROTECT PII*

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In the Spotlight

Way to go Travel Managers!

YN1 Shelley Holliday—inquired about permissive orders and TDY travel with GTCC and CPP fares

Ms. Susan Matsudo— questioned the \$2 credit limits and restricted GTCC process

Mr. Paul Crum— identified RezDesk programming error with preferred lodging selections

Ms. Shannon Dorsey— asked why separated/terminated accounts still appear on the monthly delinquency report

Great questions! Thanks for asking.

Keep up the great work!

Which Public Folder to Use

We have two public folder email accounts to send information. If you send information to the wrong public folder (PF), the processing may get delayed. Be sure to send to the correct address.

ARL-PF-CGPSC-GTCC-Applications:

New online application supporting documents

Complete paper application document files for civilian, DOD personnel and Chaplains. These application files are retained centrally by the program since they are not required for personnel records.

ARL-PF-CGPSC-JPMC-GTCC:

Travel manager request and relief documents

GTCC reinstatement request packages

Debit program audits, designations and relief documents

Credit limit increase requests over \$9999

Travel profile requests from non-agency personnel

Cash advance audit responses